

2013/14 Patient Participation Local Participation Report

Practice Details

Practice	Standish Medical Practice
Completed by	Dr J S Hall

Patient Reference Group (PRG) Profile

Number of face to face members	11	
Number of virtual members	0	
Age & Sex breakdown	Male	Female
Under 16 -		
17 – 24 -		
25 – 34 -	2	1
35 – 44 -		2
45 – 54 -		1
55 – 64 -		2
65 – 74 -	1	1
75 and over -	1	
Ethnicity		
White	4	7
Mixed		
Asian / Asian British		
Black / Black British		
Chinese / Chinese British		
Other ethnic group		

Employment Status		
Employed	2	4 +1 self-employed
Unemployed		1
Retired	2	1
<i>Other (e.g. no of carers)</i>		
2 carers		
What the practice did to ensure that the PRG is representative of the practice registered patients		
We invited representatives from different age groups. We also asked patients who represented other groups eg local council members, carers, staff from nursing homes.		
Groups that are not represented on the PRG and what the practice did to attempt to engage those groups		
The questionnaire was given out to all patients at the practice over a period of time and the results received were from all groups. There is a comments box in the practice that any patient can use.		

2013/14 Priorities

How we identified and agreed with the PRG priorities for 2013/14 to be included in a local practice survey
Discussed at Patient Participation Group meeting. Previously we have addressed very specific points eg preference of call systems. This year we agreed to look at patient experience.
What these priorities were
To find out patients views about the practice & the services available.

2013/14 Local Practice Survey

How we agreed with the PRG the content of the local practice survey
We discussed it at our meeting in November 2013 meeting and agreed to use the Improving Practice Questionnaire from CFEP UK Surveys Ltd.
How we agreed with the PRG the way in which the survey would be conducted
Discussed at November meeting. The survey would be distributed to patients attending morning, afternoon & late surgeries. CFEP advised how many surveys needed to be completed.
Other methods used to seek the views of registered patients
We have a suggestion box in the waiting room for patients to give comments.

2013/14 Local Practice Survey Results

An overview of the results of the local practice survey is detailed below
See attached poster.
Specific areas highlighted from comments:
Waiting times & appointments
Extended hours
TV monitors
Repeat prescriptions
Telephone system
Parking.

<p>How we provided the PRG with the opportunity to discuss the findings of the local practice survey</p>
<p>We forwarded the results to all members and discussed the findings at our meeting in February 2014 & March 2014.</p>
<p>How we agreed an action plan with the PRG based on the findings of the local patient survey</p>
<p>An action plan was circulated to the members and then agreed at our meeting in March 2014.</p>
<p>Areas which were highlighted from the findings of the local practice survey where we were unable to take any action and why</p>
<p>Parking. We have a small car park and are unable to extend it.</p> <p>Extended hours. We provide extended hours on a Tuesday evening. We will be discussing extended hours within our locality & CCG & if it is possible to provide additional hours as a group we will proceed with it. We will not be able to provide further hours with the manpower available within the practice.</p>

2013/14 Action Plan

See below

STANDISH MEDICAL PRACTICE

PPG QUESTIONNAIRE ACTION PLAN FEBRUARY 2014

1. OPEN SURGERY

- To look at feasibility of second check in terminal on the front desk to reduce queuing times & extra staff hours. Action by Mrs O'Brien.
- To look at adding some morning appointments to reduce waiting times, manpower willing, but continuing with some GPs in open surgery to maintain access. Action SMP

2. APPOINTMENT BOOKING ON LINE

- To commence on line appointment bookings when technical issues resolved. Action SMP

3. MONITOR DISPLAYS

- The information on the displays has recently been extended and changed.
- To follow up requests to CCG re more health promotion material for display. Action Dr Hall

4. REPEAT PRESCRIPTIONS

- Information to be given to all patients regarding alternative ways to order prescriptions. Action Dr Hall
- Repeat prescription service on line when technical issues resolved. Action SMP

5. TELEPHONE SYSTEM

- To look at feasibility of system telling patients their number in the queue.
- To look at extra staff hours to reduce waiting times. Action by Mrs O'Brien

6. PROVIDE PATIENT FEEDBACK

- To provide written feedback in surgery & on the website. Action Dr Hall

Significant changes we have made / plan to make to the services the practice provides

See action plan.

How we publicised the local patient survey results and action plan to our registered patients

We have displayed a poster of the results in the waiting rooms and on our website.
We have provided feedback on specific comments and given this out to patients & displayed it on the website.

Link to practice website where this report and related information can be found

www.standishmedicalpractice.nhs.uk

2012/13 Action Plan – overview of progress against last year’s action plan

Changes in opening times are displayed.
Feedback leaflets were given out & displayed on the website.
Information on the TV monitors has been changed.
Information regarding carers has been added to the website.
Signs are displayed by the main entrance & in the front window stating which GPs are available in open surgery. There is another sign on the front desk displaying which GPs are not available & who is supervising any GPs in training.
Additional notice boards have been purchased & displayed.
We changed our computer system in June last year. This has involved a lot of change. We plan to offer on line repeat prescription requests as soon as we have dealt with the technical issues.

Patient Access

Practice Opening Hours

Monday 08.15 a.m. – 6.30 p.m.
Tuesday 08.15 a.m. – 8.30 p.m. (late evening surgery)
Wednesday 08.15 a.m. – 1.00 p.m.
Thursday 08.15 a.m. – 6.30 p.m.
Friday 08.15 a.m. – 6.30 p.m.

How to access services throughout core hours i.e 8.00am – 6.30pm Monday to Friday

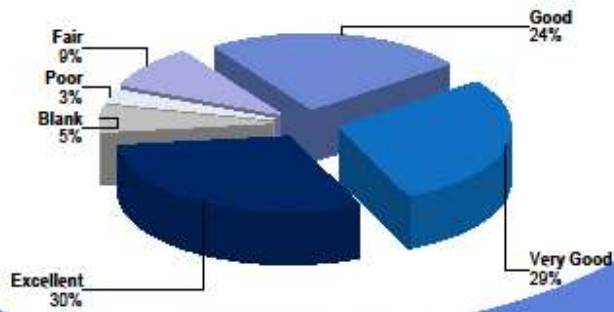
The surgery doors open at 08.15 a.m., but the telephones are manned from 08.00 a.m. through to 06.30 p.m. daily.
Patients can contact the surgery on 01257 421909

Extended Hours

Tuesday evenings 18.30 – 20.30 hours – two Doctors and one Practice Nurse

83%

of all patient ratings about this practice were **good, very good or excellent**

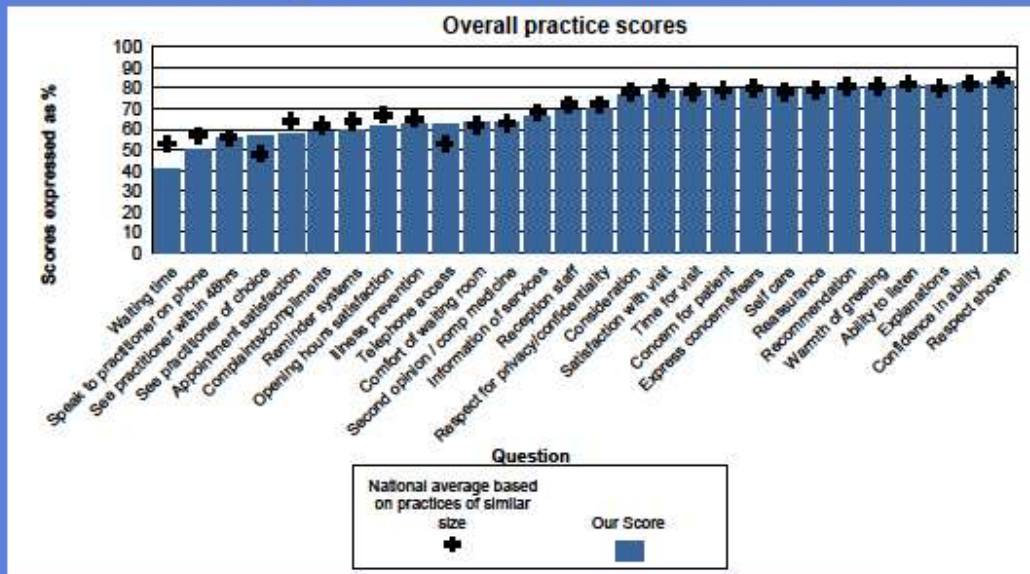


Thank you for your participation in this survey

Patient Experience
Survey Results 2013/2014
Standish Medical Practice



"Striving towards excellence"



The results of this survey will help us to provide the best possible service to you



